

JobQuest training fees vary according to the type of training being undertaken.

JobQuest has a range of training types available as fee for service programs and general fees are charged on a per course basis.

Additional fees may apply if:

- You need to extend your training beyond the agreed completion date;
- You need more than 2 attempts to complete a unit of competency ;
- You need additional training or workplace visits from the trainer over what is documented in training plan;
- You need a certificate or transcript reissued; or
- You request additional specialised equipment to complete the course. (for example hard copy textbook when the course materials are online).

Any additional fees will be discussed with you beforehand.

All JobQuest fees are subject to change

#### **Financial Hardship**

JobQuest has a financial assistance service for those students who are experiencing financial hardship. If you are unable to pay your fee you should contact the Training and Operations Manager at JobQuest who will provide you with further information about this service.

#### **Fee Collection**

When you enrol in a course with JobQuest you will be required to pay a fee. The current fees for fee for service training programs are outlined in the fee table on the following pages.

Training will not commence until:

1. The enrolment has been completed
2. A unique student identifier number has been supplied; and
3. The commencement/enrolment fee has been received by Jobquest.

#### **Protection of Fees Paid in Advance**

- Fees paid in advance are those fees collected prior to course commencement
- JobQuest will not collect fees in advance in excess of \$1,000
- Students will be offered a payment plan where appropriate
- Administration / enrolment fees are non – refundable

#### **Recovering outstanding fees**

Payment of fees by the due date is a condition of your enrolment. Failure to pay all fees owing may result in :

- Cancellation of your enrolment
- Withholding of results, certificate or statement of attainment
- Implementation of JobQuest accounts receivable \*policy

\*If you do not pay fees owing by the due date, you may be provided with a limited extended time arrangement and/or a payment plan in order to pay the debt.

\*If you do not comply with any debt payment arrangement or plan negotiated with JobQuest, your debt may be handed to a collection agency. If this occurs, you will also need to pay the collection fee.

## Refunds

JobQuest will make refunds in the following circumstances upon written request to the Training Coordinator

- Overpayment of any tuition/administration fee
- The course is cancelled by JobQuest and the enrolment cannot be transferred to another JobQuest course or study period; or
- The student advises JobQuest in writing, prior to the training commencement date which is also the withdrawal without penalty date, that they are withdrawing

The cut-off date with penalty will be as follows:

For work-based students – the issue of training materials;

For classroom based students – the first classroom session after enrolment.

Prior to these cut-off dates no refund will apply.

## Further Information

Email: [mail@jobquest.org.au](mailto:mail@jobquest.org.au)

Visit: <https://www.jobquest.org.au>

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JobQuest is the registered trading name of Penrith Skills for Jobs

RTO 90187

Courses	Fees
First Aid	\$99
Customised Short Courses	By quotation

Additional Services	Fees
Additional training to extend your training program beyond the agreed completion date	As per quote for supply of service depending on need
Re- assessment (2 attempts per unit / cluster included)	As per quote for supply of service depending on need
Additional training or workplace visits from the trainer	As per quote for supply of service depending on need
Reissue of Certificate or Statement of Attainment	\$100
Additional resources	As per quote for supply of resources depending on need

Fee Payment Schedule			
Fee payable	No of payments	Commencement	Completion (prior to issue of certificate or SOA)
Less than \$1,000	1	100%	Any balance outstanding
More than \$1,000	2	\$1,000	Any balance outstanding